

# DIGITAL

Volume 2 Issue 18

September 1987

## DECUS DOES IT AGAIN

The 1987 DECUS (Digital Equipment Computer Users Society) Australia Symposium, held from August 23 to August 28 at Observation City right on the Indian Ocean at Scarborough in Western Australia, was an unqualified success. The final attendance count was six hundred and sixty-five, exceeding expectations dramatically. Seventeen speakers from Digital in the U.S. and England provided papers, as did many local Digits.

DECUS is the largest user group of its kind in the world, a non-profit organisation with membership open to

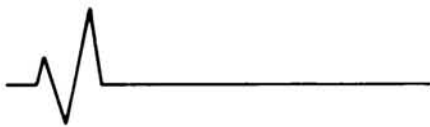
any individual or organisation with an interest in Digital.

This year's Symposium planning committee, headed by **Peter Dewildt**, left nothing to chance including the weather, with overcast skies for work days and sunshine for the free day. After all, it would not do to have attendees looking out wistfully at the ocean when the purpose of being at DECUS was to be stimulated by the plethora of interesting sessions! Peter also managed to taste all food and wines presented, just to make sure they would please the discerning taste of attendees. He succeeded.



ATTENDANCE AT THE 1987 DECUS Australia Symposium far exceeded expectations. Pictured mingling are some of the six hundred and sixty-five guests.





Many new sessions were introduced this year with the management stream for senior information technology managers registering over one hundred. One of the most popular sessions was hosted by the SPRMC (South Pacific Region Management Committee) and provided an excellent forum for exchange of ideas, as well as leaving the SPRMC in no doubt as to what the users would like from Digital.

### CSS Breaks the Ice

CSS (Computer Special Systems) hosted the "ice breaking" night on Sunday, August 23 with a 'Computer Fair', a smaller version of the DECCIRCUS event held by CSS at the FY87 Sales Conference. The DECUS attraction was called the DECUS Side Show, making the order of the night a side-show alley. In keeping with the theme, hamburgers, hot dogs, popcorn and toffee apples were served and the red-knickered and purple-costumed weightlifters certainly added interest. Once again, CSS — and in particular CSS Sales Support Specialist, **Judi Dunn** — proved their creativity.

Lombardo's night on Boat Harbour at Fremantle was the venue for dinner on Monday, August 24 and was hosted by the Perth LUG (Local Users Group).

Digital's dinner on the evening of Tuesday, August 25, hosted by Subsidiary Manager, **Frank Wroe**, and attended by six hundred and eighty people was a resounding success. Eminent speaker **Leighton Molland**, of the "Strategic Defence Initiative Organisation in Washington DC, USA", had guests literally rolling in the aisles, aching from laughter with his speech entitled "In Defence of a Friendly User". The true identity of Leighton Molland was revealed at the end to be **Campbell McComas**, the mastermind of after-dinner speeches, and he did fool even the most intelligent LUG or SIG (Special Interest Group) member.

While Wednesday, August 26 saw DECUS people spread far and wide around Perth — with a wine cruise up the Swan River well patronised — some were pleased to have a whole day to play in part of Digital's exhibition, the Terminal Playground.

The friendships fostered at the 1987 Symposium of DECUS will sustain attendees until they all meet again for 1988's Symposium — which is now being planned to cater for one thousand attendees at Jupiters on the Gold Coast! ●



THE BIG, BRIGHT exhibition of our equipment was always well patronised.

### A ROUND OF APPLAUSE

The outstanding success of the 1987 DECUS Australia Symposium was evidence not only of the continuing enthusiasm of DECUS members, but of the behind-the-scenes heroes — the Digits who put so much effort and energy into making DECUS a smooth-running, informative and entertaining event.

Many Digits, too numerous to list, burned the midnight oil to ensure the success of DECUS, and all involved can give themselves a hearty pat on the back for a job well done.

Many thanks go to DECUS' Chapter Administrator **Maggie Alexander**, and Corporate Relations Manager **Max Burnet**, along with a few of the 'unsung heroes', who also deserve a round of applause.

**Carolyn Bennet**, DECUS Activities Co-ordinator extraordinaire, has given her all to many previous DECUS events and this year was no exception. Carolyn, who worked hard to organise accommodation, travel, registration and the many details that go into an event such as this, deserves a big pat on the back and a good forty winks. Thanks Carolyn!

#### Irene's Double Whammy!

It was also a long week for SNO Cashier, **Irene Cooper**, the first

representative of F&A (Finance and Administration) to take part in a DECUS event.

Irene was asked to take the role of cashier for registrations, session notes and tapes and souvenirs — a job she found to be both exciting and educational. 'I have never been to Western Australia, let alone DECUS, so for me it was a double whammy! It was extremely well-organised, and Observation City was just wonderful.

"A real bonus for me was meeting Digits from different States, people whose names and voices I knew but had never met. Everyone fitted in because they were so keen to participate and learn," Irene says. "It was a very friendly atmosphere."

With Irene's exceptional reputation as a hard worker and a lovely lady to boot, her involvement in the Symposium was greatly appreciated. Evidence of this was comments from attendees like, "Look at her, it's 8.30 and she's still working!" and "Irene's certainly working off her passage!" Congratulations, Irene — everyone in F&A and indeed Digital can be proud of you.

Thanks are due in fact to everyone who made the 1987 DECUS Symposium an affair to remember. ●



DECUS ACTIVITIES Co-ordinator, Carolyn Bennet, has a seemingly inexhaustible store of energy.



EVER EFFICIENT and friendly, SNO Cashier, Irene Cooper was seconded to DECUS for the week.





## DECUS BOARD ELECTED AT DECUS SYMPOSIUM

- Chairman: **Ian Hunter**
  - Deputy Chairman and Public Relations: **Gordon Brimble\***
  - Publications: **Roger Caffin**
  - Library: **Ian Uebel**
  - Electronic Communications: **Ian Richards\***
  - New Zealand Affairs: **Robin Harrington**
  - New Zealand Library: **Ian Calhaem**
  - Symposium and User Groups: **Ursula Garde\***
- \* Denotes new board members.

SUBSIDIARY MANAGER, Frank Wroe, introduces the 'guest speaker', Leighton Molland — alias comedian Campbell McComas.



ROGER REDFERN: "The opportunity to become one of the two major forces in NZ computing is right in front of us — today."

being waged between ourselves, Unisys and Wang — is won by Digital, and then that our position is consolidated and making certain that the many market differences that exist between the Australian and NZ computer markets are catered for in Regional marketing plans.

"I've always thought that Digital could have a much greater share of NZ's DP market, based on its performance internationally," Roger says. "The opportunity to become one of the two major forces in NZ computing is right in front of us — today — and that is very exciting."

At the time of this writing, Roger has had only a short time to get to know people inside Digital, but already he's noticed a great feeling of 'direction' among his new associates. "Everyone seems to have a very positive attitude to where they and their company are going," he comments. "The friendliness and openness of everyone I've met in Digital has been a very pleasant surprise."

Roger is married, with three children aged eight to fourteen years, and has spent the last twelve years in sales and marketing with Wang, Burroughs and PAXUS, plus another five and half years with Wang, where he held the position of national marketing manager. He also spent eighteen months creating Wang NZ's independent dealer network in thirty locations throughout the country. ●



## NEW DISTRICT MARKETING MANAGER FOR NZ

Please join us in welcoming **Roger Redfern**, who in September took his seat as NZ District Marketing Manager, bringing eighteen years' experience in the

computer industry — including experience in programming, sales, marketing and management.

Roger's responsibilities include:

- co-ordinating NZ's marketing activities and ensuring the efficient use of SPR's Marketing resources for his District.
- ensuring that the very close race for the position of second-largest computer company in NZ — currently



REGIONAL PERSONNEL Manager, Kevin Wallace, has set up a 'Rhodes Committee'.

# VISIONS OF THE FUTURE

— OUR NEW  
REGIONAL  
HEADQUARTERS

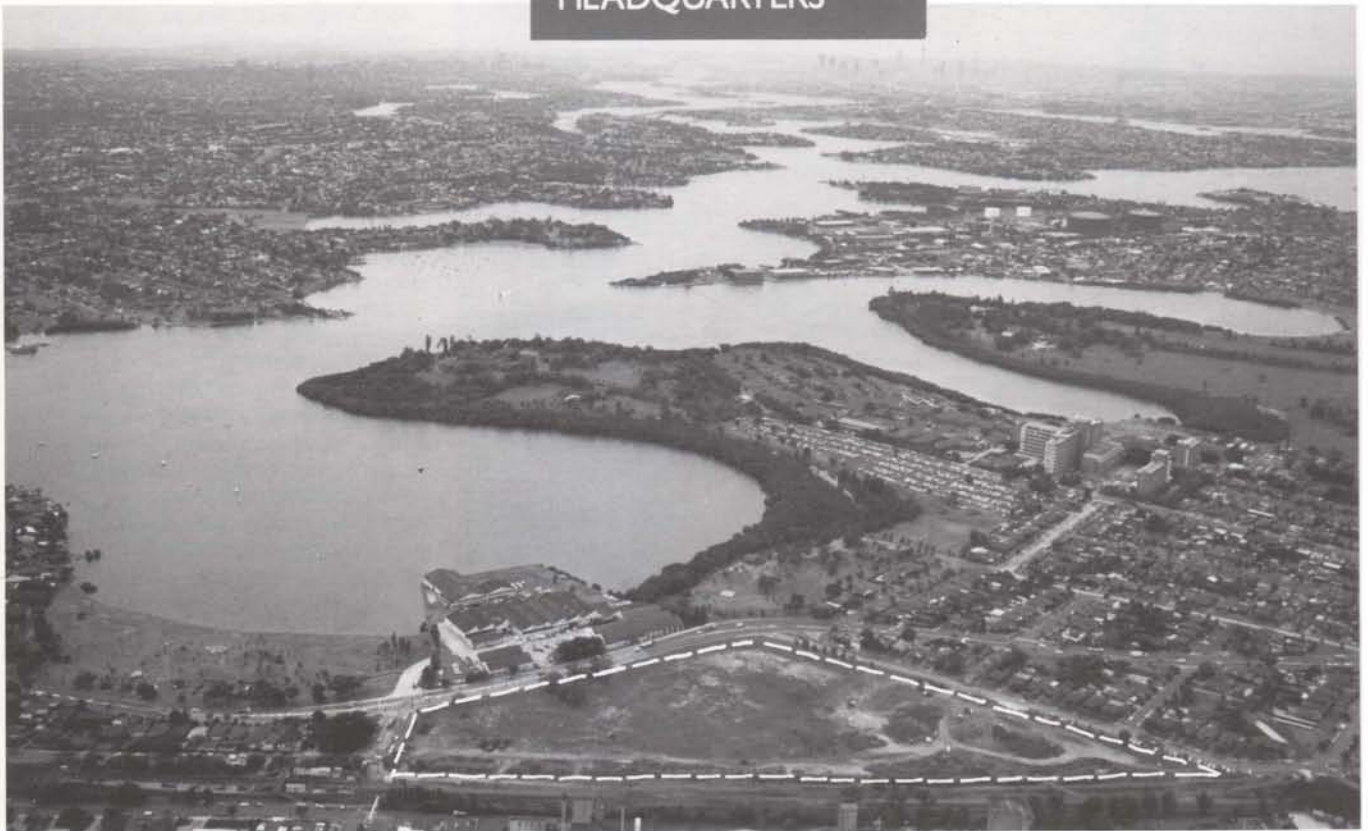
While the SPR 'dream' of owning and building our own headquarters has been given a breath of life with the selection of a development site in Rhodes, Sydney, the hardest part is yet to come.

With a vast 6.1 hectares (15 acres) of development space, the site certainly offers answers to our present and future needs. And with its boundaries fronting Concord Road, between Alfred and Mary Streets, on one side and Rhodes Railway Station on the other, the location is easy to access for most employees, while being central to our metropolitan business activities.

But a big question mark still hangs on the site selection until both environmental and cost factors have been researched. And in this we have some expert help.

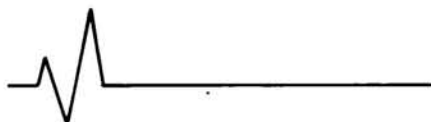
While SPR is new to the building game, Digital itself is not. At a corporate level, we have our own Development and Construction organisation which, with current projects around the world approaching the billion dollar mark, is bigger than many of the commercial construction companies operating in Sydney.

Members of the corporate Environmental, Safety and Health Advisory Board (ESHAB), who are qualified in such areas as environmental engineering, industrial hygiene and toxicology, were recently in Sydney to review the site, taking into consideration



AN AERIAL VIEW of the selected site in Rhodes, Sydney. The factory buildings on the foreshore, opposite our proposed site, have now been demolished, and the land reverted back to council for recreational purposes.





the type of industry now located on the western side of the railway line.

Following their recommendations, the SPRMC (South Pacific Region Management Committee) have commissioned Johnstone Environmental Technology Pty Limited to do extensive testing and analysis of the soils and substrata of the land. The quality of the air under differing weather conditions and the noise levels at various heights across the site will also be measured.

The results of these tests must satisfy both the SPRMC and ESHAB, before approval for any construction is given.

### The Big Move

Assuming development of the site goes ahead, the latter half of 1989 should see the first wave of Digits — all staff in the three Chatswood locations (SNO, SNH and SND) — settling into their new hi-tech 'home'. The Lane Cove (SNL) staff will then follow suit, while for the benefit of our customers, our city sales office

*PROJECT MANAGER for the proposed development of our new Regional Headquarters, Vince Hughes.*



(SNM) and remote FS sites will be maintained.

To canvas your opinions and queries on the move and the development itself, Regional Personnel Manager, **Kevin Wallace**, has set up a Rhodes Committee. This committee will survey all employees affected by the proposed move and find out what your priorities are in terms of facilities, amenities and the work environment.

### Office Park

Our two major requirements — space and facilities — will be met in the proposed development of an 'office park', a concept of development which has been used in other countries, particularly in the U.S., for many years.

The proposed new Regional Headquarters will be based around a low-rise office block, consisting of 18,580 square metres (200,000 square feet) of office space — making room for the expected 800-plus Digits on board by 1989. The site will be planned to cater for doubling this initial office space.

A future 13,935 square metres (150,000 square feet) of hi-tech and logistics space will be developed at a later stage for our Regional Logistics operations.

### Way To Go!

For those Digits relying on public transport, bus and rail services make the site easy to access from most areas of Sydney.

While services in operation now may well be added to and changed by 1989 when we make our move, the Urban Transit Authority is happy to provide current information on the best way to get to the site. There are two advisory services — Metro Trips, open from 7 a.m. to 10 p.m., phone 29-2622, or the Customer Service Bureau, open from 7 a.m. to 7 p.m., phone 290-2988.

With the completion of work now in progress to join Concord Road to Route 33 — a six-lane ring road — direct access by car will be available from Mona Vale, Pymble, Ryde, Strathfield, Hurstville and the Prince's Highway.

Dedicated Project Manager for the proposed development, **Vince Hughes**, who took the trip in morning peak hour traffic from his home in Frenchs Forest, says, "It took fifty minutes, but fifteen minutes of that time was spent sitting at the work-site on the underpass at Pymble. When Route 33 is completed, I will be able to zip through that pass, making the trip more like thirty-five minutes."

### Media Attention

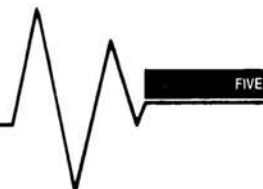
While Vince reports plenty of positive feedback on the site selection and proposed development from the staff, the Sydney press is reporting enthusiasm from many other spheres.

Newspaper editorials claim that our investment in the development of the new headquarters should generate — directly and indirectly — approximately 3000 new jobs for the building and related industries.

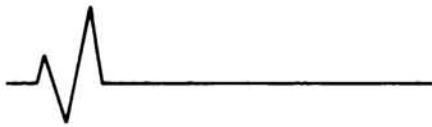
And in an announcement to all media, N.S.W. Premier, **Barrie Unsworth**, hailed our selection of a site in Rhodes as a victory for N.S.W., proving the State offers an attractive climate for investors in many diverse industries.

But before the SPR 'dream' can become a reality, assurance must be given that the Rhodes development site is an attractive climate for us — providing not only the space we need, in a central location, but also a healthy work environment.

And with that assurance, the development in Rhodes can go ahead, based on expert and experienced advice, and an understanding of what is important to employees involved in the move. It will be a Regional Headquarters with the best of facilities for all areas of our business, creating an efficient and attractive environment in which to further our success. ●







## SPRMC SALUTES JOHN DE BRUIJN

Sydney's Imperial Peking Harbourside Restaurant was the venue for a lot more than a nostalgic dinner when the SPRMC (South Pacific Region Management Committee) held its farewell party for **John de Bruijn** last month.

John, previously Regional SWS Manager, has moved back home to Canada to become Regional Manager of Education Services and a member of the Canadian Region Management Committee, but not before receiving the traditional Australian salute to a mate — a dash of sincerity with a lashing of satire.

Known to be a good-humoured man with religious beliefs, John became the target for the wit of Regional Marketing Manager, **Nick Ramensky**. Making a dramatic *après dinner* entrance, Nick,

joined by Regional Personnel Manager, **Kevin Wallace**, Regional Legal Counsel, **Kim Jenkins** and Regional F&A (Finance and Administration) Manager, **John Lamb**, appeared garbed in the robes of Franksiscan (that's Frank-siscan) monks. Bearing the traditional candles, the "Order of Ockerinthians" then circled a bemused John de Bruijn, moving to the sound of a Gregorian chant.

In keeping with the theme, speeches ensued in a 'Monty Python' style medieval language — yea verily! And a number of awards were presented to "Brother Jonathon", all designed to outfit him for the arduous "journey to the Land of the Unwashed Kanuck" (Canadian for "Canadian")!

### A Time of Transission

To John, the eventful evening meant a lot more than a good belly laugh. Speaking just days before his departure, John commented, "There was tremendous time and energy spent in preparing the presentation and that means a great deal to me."

"I've been through a period of feeling very sad about leaving my friends here, and about leaving this gorgeous country, but it's important to look on the positive side of every situation — now, as the time to leave gets closer, I'm getting more excited about the prospect of a new challenge, and a new lifestyle."

"There's a whole new experience waiting for me," John adds, "but I'm sure there will be nothing quite like the experience of the SPRMC farewell." — yea verily! ●

*PICTURED AT THE START of an eventful farewell dinner are: (left to right) Marilyn and John Baker (Regional Edu. Services Manager), Stephanie and John de Bruijn, Jan Chin (Regional SWS Secretary), Ian Mitchell (MEO Sales Executive), Marlene and Rustom Kanga (Regional Software Services Business Manager).*



## DIGITAL CLEARS TELECOM CHAOS

Months of paper-shuffling and delays for the approval of products connected to the Telecom network have now been by-passed thanks to efforts of our Product Assurance Group Manager, **Kevin Richardson**.

Earlier this year, Telecom presented

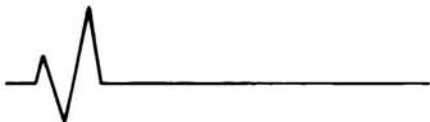
Digital and twenty-one other suppliers with certificates of approval, giving us complete responsibility for quality and safety control. These certificates represent the highest accolade for the success of the "Data Products Category A Authorisation Scheme", a scheme spearheaded by Kevin in his campaign to find an easier way to get Telecom approval for products.

For many years, companies like Digital had to submit every hardware product, directly or indirectly connected to the Telecom network, for approval by Telecom, a process that would often take at least nine months per product.

For us the cost — in terms of both time and money — was enormous. Every







new product delivery was affected by such delays, and the people at Telecom had to be paid for its evaluation.

So, four years ago, living up to our reputation as a supplier of solutions, we came up with an innovative solution to this problem — a scheme by which selected manufacturers could approve their own products, and then issue Telecom permits to customers in the company's name.

Kevin explains, "Telecom has rigorous requirements for suitable quality control, expertise and internal design safety standards. This sort of scheme has never been used before, anywhere, so there was a lot of initial concern about the scheme's effectiveness. With the presentation of the certificates of approval, it is clear that the performance of participating suppliers has allayed all fears.

"In fact, the scheme is such a resounding success that manufacturers overseas are now clamouring to know how they could initiate a similar scheme in their own countries." ●

*KEVIN RICHARDSON, Product Assurance Group Manager, (left) who spearheaded the campaign for the new scheme, joins with Subsidiary Manager, Frank Wroe to proudly display the Telecom certificate.*



## RUSTOM IS OUR NEW REGIONAL SWS BUSINESS MANAGER

*REGIONAL SOFTWARE SERVICES MANAGER, Rustom Kanga — "Software Services will become a major contributor in the area of total integrated solutions."*



integrated solutions in SPR. Over the next five years I see Software Services as being a major contributor to that aim — with CSS (Computer Special Services) and the Sales organisation, we can work to define, design and implement those solutions.

"In the past, Software Services operated essentially as a software house and also a Sales Support organisation that helped Digital to sell boxes and tools. Now, as the company moves into selling large integrated information solutions, we need to expand our capabilities as it is to Software Services that the company looks to for leadership in this area.

"John de Bruijn, who held this position before me, has left a stable, profitable organisation — a good platform from which to launch into our new direction of solution management."

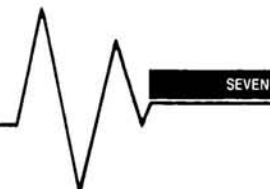
Rustom is also enthusiastic about his membership of the SPRMC. "It is the body that essentially runs SPR," says Rustom, "so that every member has a responsibility not only to the running of his function, but to the running of the company. That means becoming involved in issues that are far afield from Software Services. It is a very challenging area."

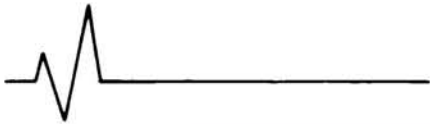
We wish Rustom every success in his new role. ●

Rustom Kanga, previously Regional Industry Marketing Manager, has been appointed to the position of Regional Software Services Business Manager. In taking on this role, Rustom has also

become a member of the SPRMC (South Pacific Region Management Committee).

Discussing his new responsibilities, Rustom says, "Digital is working towards becoming the leading supplier of





## New Appointment for Russ

**Russ Whitley**, Northern District's Professional Services Manager of the past four years, has been recently appointed to the position of VAX Systems Marketing Manager. Russ will now plan marketing, position and price, and present our VAX products to the marketplace.

Congratulations to Russ on his new appointment.



VAX SYSTEMS Marketing Manager, Russ Whitley.

## Welcome to Peter Smith

An addition to our fold, that many have already met is **Peter Smith**, who has joined us as Marketing Manager for Services and Education.

In this role, Peter is responsible for planning the strategic directions and marketing for the Services Industry and Education markets. Previously, Peter was Marketing Director for Freedom House Publishing in London.

MARKETING MANAGER for Services and Education, Peter Smith.



## Changes Afoot In The South

Southern District Sales Manager, **Colin Kidd**, has given the SD Sales organisation a new look for FY88, with additional focus being applied on selling Services.

"I have established a focused Services Sales Unit located in Melbourne for Victoria and Tasmania," explains Colin, "and other Services Sales Specialists are positioned in Adelaide and Perth."

"We will also be strengthening the market/industry focus, with an additional Sales Unit located in Melbourne."

Heading the SD Sales organisation into FY88 are:

- **Paul Riley**, Victorian Utilities Team

SOUTHERN DISTRICT (SD) Sales Manager, **Colin Kidd** — applying additional focus in FY88.

- **Tom Pilcik**, Victorian Government Team
- **Andrew Brooks**, Victorian Finance/Retail/Insurance Team
- **Cris Nicolli**, Victorian Industrial Team
- **Ralph Stadus**, Victorian Commercial Team
- **Don Williamson**, Tasmania Sales Branch
- **Phil Heenan**, South Australia/Northern Territory Sales Branch
- **Gunther Jank**, Western Australia Sales Branch

And from a look at that line-up, Colin has SPR's largest district well and truly primed to accelerate into '88.







## New Consultant for Health Markets

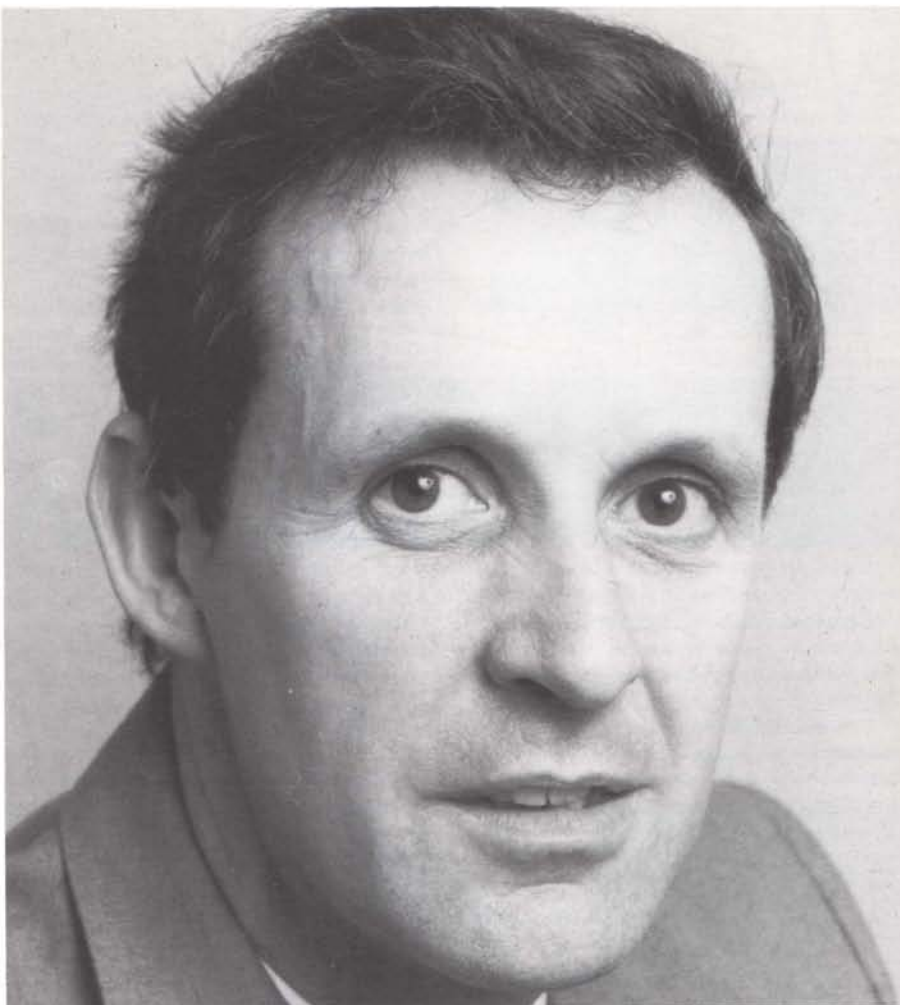
With over sixteen years of experience in the health care sector of the computer industry, **Glyn Danter**, our new Health Business Consultant is welcomed aboard. Glyn's charter is to support the Salesforce in the Hospital and Occupational Health markets by providing business and project expertise.

After many years with the National Health Service (NHS) Welsh Health Technical Services Organisation, where he was involved in the design and development of a variety of health care systems, Glyn was engaged by SIFO as Systems Support and Development Manager at a prestigious Ministry of Defence Hospital in Saudi Arabia.

Prior to joining us, Glyn was with ICL, providing system consultancy and project management expertise in the U.K. region and in the Middle East.

Congratulations Glyn on your new appointment.

*HEALTH BUSINESS Consultant, Glyn Danter.*

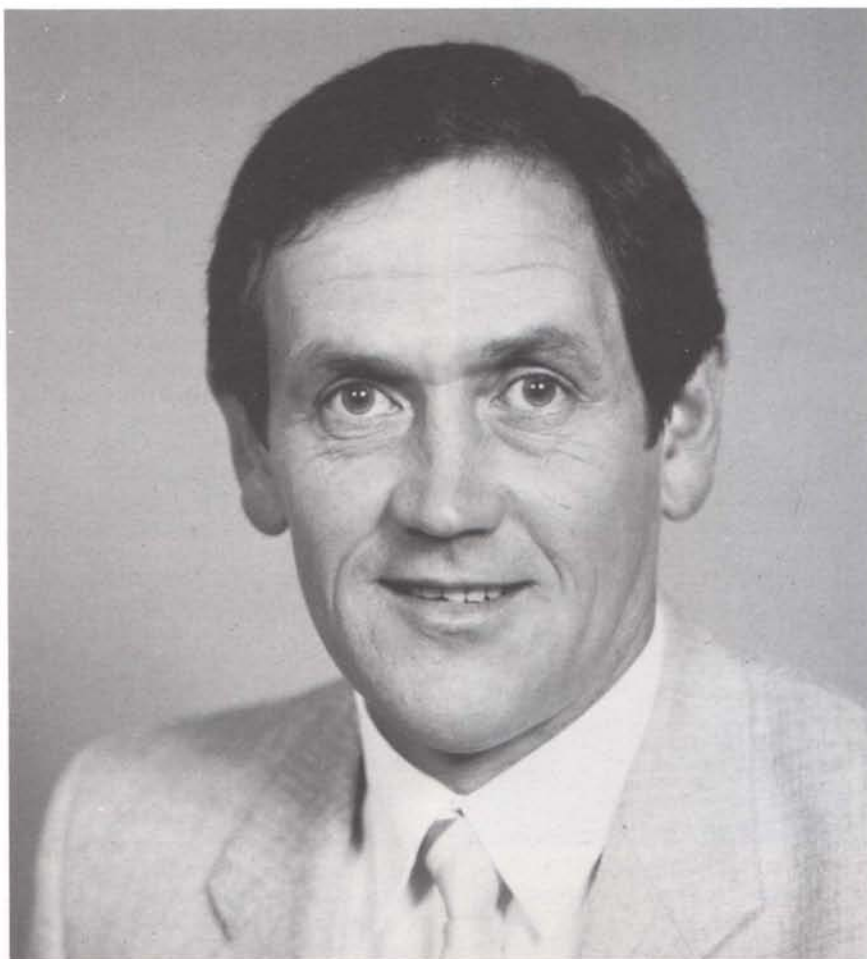


## New Regional Industry Marketing Manager

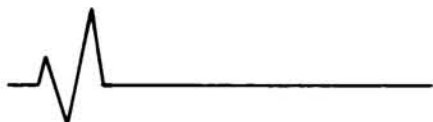
Congratulations to **Graeme Shorter**, who has been recently appointed to the position of Regional Industry Marketing Manager.

Prior to this appointment, Graeme was Regional Product Marketing Manager.

*REGIONAL INDUSTRY Marketing Manager, Graeme Shorter.*







## LYS THOUGHT SHE'D NEVER MAKE IT ... BUT SHE FINALLY CAME THROUGH!

Joining the permanent ranks of employees at long last is SNO Secretary, **Lys Miller**, who since January has proven herself an invaluable-but-only-temporary asset to the folks in Marketing Communications.

Lys graduates to full-fledged employee status with her move to the Northern District Sales team, where as a Sales Secretary II she will supervise the effective operations of our customer presentation rooms on the Tower's third floor and report to ND's Sales Support Manager, **Chris Halliday**.

Her responsibilities will include co-ordinating the bookings and, most

importantly, providing a professional image to customers and prospects visiting Digital for presentations and demonstrations.

"The need to portray a professional image is super important," Chris explains, "and Lys has proven that she's a capable and enthusiastic self-starter who will fit that bill perfectly."

Everyone in Marketing Communications heartily agrees with Chris' estimation of Lys, because her unwavering loyalty and diligence have saved the day more than once in the group's hustle and bustle of press releases, media events, and magazine deadlines.

Digital is fortunate to have a dedicated "phantom army" of temporary Digits, many of whom work extremely hard while — like Lys — patiently waiting for permanent vacancies to arise. "I came from SWS to Marketing Communications for two days one week, two days another week, and then I stayed for seven months!" Lys says.

Thanks for all your help, Lys, and we hope all your future successes are "permanent"! ●



LYS MILLER: "I came for two days and stayed for seven months!"

## CLAIRE LAUGHS HER CARES AWAY



FS ENGINEER, **Claire Macdonald** — "You've just got to laugh off stupidity."

For FS Engineers, solving technical problems for our customers is all in a day's work. And Eastwood (SNE) FS Engineer, **Claire Macdonald**, relies greatly on a sense of humour to get her through the more difficult days. It is an attribute she learned to use very early in her career — when the problems she was solving went beyond the realm of the technical.

Claire began her career in electronics in her native Scotland, just over ten years ago. It was a time when few women were entering the field, particularly in Scotland, but with her easy-going nature, Claire thought she was prepared for the 'sexist' barbs that might confront her.

"Some of the comments I've had have been quite funny, and nowadays it's all meant in good fun. But it was really horrible at first," says Claire.

### Sticks And Stones

When she left school, having discovered a penchant for things electronic, Claire enrolled in a Nautical College, with the aim of joining the merchant navy as a radar and radio specialist. She was one of two women in the whole college.

On graduation, in 1979, there were no jobs available in the merchant navy, so Claire joined Burroughs as a computer technician. In taking up that position, she heralded the start of a new era for the company — she was the first female computer technician in the company's U.K. region. And it was not easy. Staff acceptance was low.

Arriving on her first day, the guidelines of employment Claire was given had little to do with technical ability. She was informed that she was not to wear skirts or dresses and that she was to keep her finger-nails short and unpainted.







Such efforts to hide her femininity were obviously to no avail. "One technician resigned from the company because he felt his capabilities were degraded by the presence of a female technician," Claire recalls. "He told me that if a woman could do the job, it wasn't worth having!"

Laughing off what she saw as pure stupidity, Claire battled on for eighteen months, and learned a great deal in that time — not only about computing, but about coping with unfair attitudes.

When she decided to leave, jobs were few in Scotland, and Claire joined the British Foreign Office based in Northampton, England. There she was employed as a radio technician for the equipment sent out to branch offices.

To Claire's surprise — and ultimate boredom — she discovered a bonus trade was needed in the job — locksmithing. Her department was also in charge of repairing and distributing safes, so Claire became a nimble-fingered radio and radar specialist with locksmithing abilities!

After four months, she decided to visit her sister who was happily settled Down Under. Claire obtained a working holiday visa and after a short stint with STC, she joined Digital, in 1982, as a Terminals Engineer.

### No Worries, Mate!

Here she found complete acceptance from the staff — a number of female FS Engineers had paved the way before her, and SPR had implemented, in 1981, an equal opportunity policy that cemented the attitudes Digital had held for years previously. Unfortunately, the company's attitude was a little more advanced than that of some of the customers and Claire again came up against some difficult personalities.

In one such situation, she arrived to attend to a customer's difficulties, and was told "I wanted an engineer, not a female twiddling a screwdriver." The customer then phoned Claire's Manager, **Jim Cowie**, demanding a replacement FS Engineer.

"After speaking to Jim, who politely but firmly supported me, the customer let me get on with the job," Claire tells. "I've had a few beauties along those lines but you've just got to laugh it off."

After two years in Australia, Claire was "asked nicely" to leave the country — a small matter of her visa having run out. SPR offered to sponsor her return as soon as she could organise the paperwork.

Back in Scotland, where unemployment was raging strong, luck was on Claire's side.

A FS Engineer from the U.S. who had been working for Digital in Scotland, was leaving for much the same reason Claire

was arriving, and she was able to take over his position. Seven months later, with official approval, Claire returned to Australia to take up her present position.

"I think Australia is far less sexist than Scotland. When I was back there, I was still getting ridiculous comments, but now, here in Australia, it doesn't happen much anymore. If there are comments, they are meant in good humour."

When asked what she likes to do on weekends, the pause indicates the answer: "As little as possible," she laughs.

Our newer FS Engineers are trained to deal with problems of all kinds, through the resources of our cadetship program. Like many others before her, however, Claire Macdonald learned the hard way, utilising her strongest personal resource next to her skill — a sense of humour. ●

## MicroPDP-II AND MicroVAX SYSTEM UPGRADES

PDP-II and MicroPDP-II computers can now be upgraded to provide all the advantages of the high-end performance member of the MicroPDP-II family.

The recent release of four new upgrade packages, available for our PDP-II/23 PLUS, MicroPDP-II/23, MicroPDP-II/73 and MicroPDP-II/83 systems, includes complete software compatibility, better packaging and peripheral selection, and better system performance.

A new upgrade package is also available for the MicroVAX I system,

allowing customers to move to the MicroVAX II system while retaining their same software and hardware enclosures.

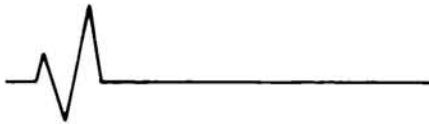
According to **Lee Cameron**, Small Systems Marketing Manager, the new upgrade kits reflect our commitment to the PDP-II system installed base. Explains Lee, "We can now offer customers the choice of continuing with the PDP-II family of computers or moving to entry-level VAX systems, while protecting much of their original investment in cabinetry, peripherals and software." ●



*SMALL SYSTEMS MARKETING Manager, Lee Cameron — "We are offering customers a choice."*







"To each his own" may well be the motto for our Channels Marketing Manager, **Peter Wong**. For over twenty years, Peter has been in the business of translating the needs of many groups and individuals into a united strategy — a business which has taught him to value highly the differing abilities and opinions of others.

Peter joined us in May this year to take up his newly created position. He is responsible for the development of strategy across all channels of distribution, and for all products in the Region, working particularly closely with **Graeme Shorter** (Regional Industry Marketing Manager), **Max Burnet** (Regional Product Marketing Manager) and **Arun Sanghvi** (Regional Sales Programs Manager).

"One of the exciting aspects of joining Digital is its committee-based management philosophy," says Peter. "There is a commitment to making decisions that are based on the input of all appropriate individuals, which means there is more satisfaction with final decisions, and less room for mistakes. My role is to put that philosophy into action on a cross-functional basis."

### Beyond the Call of Duty

Peter delivers a lot of overtime energy to that role. Though gentle in manner, Peter is aggressive in his aims, and enjoys working beyond the call of duty, describing himself as a "workaholic".

It is an addiction that started in his youth. At an age when most of us were finger-painting, Peter was sitting exams — ambition, it seems, is cultivated early in the competitive and rigorous education system of Hong Kong. It is still the driving force in Peter's life, as proven by the many triumphs of his career in the computer industry.

The first of those triumphs came early. Graduating quickly from trainee programmer with NCR to professional status, Peter installed the first online realtime banking system ever to be installed in Hong Kong, for The Charter Bank.

He went on to achieve a number of 'firsts', both for NCR, and later for Sperry Univac. In 1974, Peter became that company's youngest Regional Manager when he was sent to Singapore to set up operations for Sperry in that country.

"There was a great sense of achievement in that role, but after twelve years in the technical aspect of the industry, I was not feeling particularly fulfilled. I wanted more to do with the business side of things, more to do with



CHANNELS MARKETING MANAGER, **Peter Wong** — "One of the exciting aspects of joining Digital is its committee-based management philosophy."

## PETER OPENS NEW CHANNELS FOR SUCCESS

people than with machines. In fact, at that point I was not sure I wanted to stay in the computer industry at all," Peter tells. "So I decided to go back to school."

"School" was the Cranfield School of Management in England, a prestigious institute for post-graduate business studies. In the course of his degree in Business Administration Management (MBA), he became interested in marketing.

### Settling Down

With formal qualifications in hand, Peter re-joined Sperry and in 1980, he transferred to Australia to head up their marketing group.

"My wife, **Janifer**, and I wanted to provide a stable economic and political climate for our children. Australia has so much to offer and there are still so many opportunities here for new challenges."

Three years later, having joined Wang as National Marketing Manager, and well-settled Down Under, the greatest of opportunities came to Peter in the form of a move back to Hong Kong. He was asked to take up the position of Head of Marketing for the whole Asian Pacific Region, responsible for sixteen countries including China, Japan and Hawaii.

For Peter and Janifer, this meant leaving the children here to continue their secondary school education.

"It was a tremendous two years," says Peter, "but it was very hard for the family to be separated for so long. I left the company to come home."

And that is when Peter took up his position with us.

The family now spends every possible minute together, and most weekends they can be found lunching in Chinatown — Chinese food is still their favourite — or perusing the delights of the fish-markets.

### To Each His Own

With the blueprint of ambition he was given as a child, Peter finds it interesting to watch the progress of his own children.

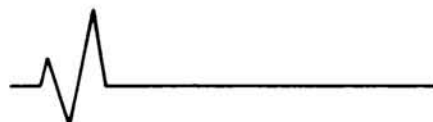
**Esther**, (20) is in her second year of university, studying Economics, and **Eric**, (19) is in his final year at high school.

"They are not as ambitious as I was at their age, but that is not important. In Australia, children are not pushed the same way, and that is just part of the cultural differences between our nations. Here, with the glorious weather and open spaces, the emphasis is more on pleasure and outdoor activities. I am happy to listen to what they want, and to help them find a way to succeed in their own aims, at their own pace."

And while that is the very nature of Peter Wong, it is also his skill — a skill that is given force by his powerful drive to achieve success, both personally, and now, for Digital. ●







## COLES 'ADMYERS' ROGER AND MARK

I am writing to you in reference to the recent work performed by **Roger Hack** and **Mark James**, two members of your installations team. I consider the de-installations of the RPOs and the relocation of the cluster equipment has been performed with extreme care and neatness.

I would like to thank both you and your team for the professional work carried out.

**Lou Valetta**

Computer Operations Manager  
Coles/Myer Limited.

Addressed to Sydney Installations Unit Manager, **Derek Foster**.

## Coleman Makes Time to Minimise Down Time

I am pleased to be able to report that **Coleman McCaffery** was particularly helpful during our recent move to new premises. He started the re-installation early in the morning and worked through on the changes to our configurations to minimise our downtime.

**Maurice F. New**

Manager Administration  
Aldridge Punter Limited.

Addressed to NZO FS Manager, **Allan Roberts**.



## Keith Comes Up Roses

I would like to draw to your attention the qualities displayed by **Keith Rose** during the installation of the VAX 8700 system. At all times, Keith maintained clear channels of communication to Computer Services Staff (CSC) and was helpful and informative in specific matters relating to the installation.

On completion of the installation Keith gave a selection of the CSC staff an introductory talk on features of the VAX 8700 system hardware and system operation. This talk was presented in a very professional manner and was received very well by staff. I have thanked Keith personally for his efforts and believe he is a credit to your organisation.

**D. A. Jobson**

Head of Operations & Technical Services,

Computer Services

The Australian National University  
Addressed to **Glenville Houghton**,  
CAO FS Manager.

## WORDS OF WISDOM

"We must believe in luck, for how else can we explain the success of those we don't like."

**Jean Couteau**

## SEE YOUR CARTOON IN PRINT

Your nimble-fingered editor of *DigitalK*, having produced many cartoons for the magazine over the years, is now looking a little harled around the joints! You can come to the aid of the party, by contributing original cartoons, or cartoons you have seen elsewhere.

While we are on the topic of contributions, it is important to mention that the flow of articles, tidbits of interest, letters and news of happy personal events from readers like you are what continue to make *DigitalK* a magazine for the people, by the people and of the people. Your efforts to contribute information, be it humorous or serious, a couple of lines, an article, or an interesting photo, is greatly appreciated. Please contact **Stephen De Kalb**, on extension 5268. Mailstop 6/1.

Welcome  
Aboard

July, 1987

**Alison Coutts**, SWS Specialist II, SND

**Pauline Farac**, Secretary II, SNM

**Steve O'Donnell**, SWS Specialist IV,  
NZO

**Helen Georgiou**, Assistant Accountant,  
MEO

**Jeffrey Higgs**, FS Engineer I, MEO

**Angela Hurren**, FS Engineer I, MEO

**Terry Benson**, Regional Administration  
Manager, SNO

**John Fielder**, FS Engineer I, QEO

**Kay Bruce**, SWS Specialist III, CAO

**Bernie White**, Sales Representative I,  
WEO

**Richard Brett**, Technical Support Centre  
(TSC) Support Specialist, NZO

**Tony Wood**, Sales Representative III,  
WEO

**Ron Exton**, Marketing Manager —  
Finance, SNM

**Bill Dickens**, Senior Analyst/Programmer,  
SNO

**Jodi McGreal**, Secretary II, SNL

**Peter Bessant**, Principal SWS Specialist,  
SND

**Michelle Shadler**, Attorney IIIA, SNO

**Andre Blom**, Sales Executive I, SNM

**Robert Mooney**, FS Engineer I, SNS

**Ruth James**, Sales Trainee, BBO

**Lars Bjorkenor**, Sales Executive I, NZO

**Dale Smalley**, SWS Specialist III, MEO

**Pip Richardson**, Sales Trainee, TZO

**Barry Pipella**, Sales Trainee, ADO

**Mark Lane**, Sales Trainee, MEO

**Heather Saunders**, Sales Trainee, MEO

**Laurence Wade**, Sales Trainee, CAO

**Michael Murphy**, Sales Trainee, SNM

**Saras Sharma**, Telephonist, SNO

**Peter Reeves**, Sales Trainee, SND

**Ray Cordell**, Clerk II, NZO

**Alan Wynn**, FS Engineer I, NZO

**Chris Sligar**, Sales Trainee, SNM

**Kate Lynch**, Secretary II, CAO

**Richard Ames**, Project Specialist IV, SNH

**Ron Shearer**, FS Manager I, NZO

**Uday Shastri**, Senior Analyst/  
Programmer, SNO

**Rhonda Richards**, Secretary II, SNO

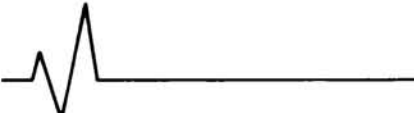
**Gael Oswald**, Senior Instructor, SNO

**Stephen Moore**, FS Engineer I, BBO

**Cornelis De Leeun**, Principle Software  
Specialist, SNO

**John Broughton**, Product Manager I —  
CSS, SNA





# THE CORE OF FS

In time, at the core of all FS business operations will be CORE — the name of a fully automated and integrated database which replaces the previous seven systems used for contract administration and for the call handling and invoicing of all FS contract business.

The implementation of CORE in SPR is a step towards the landmark of having common systems throughout GIA for FS administration. Its implementation has also presented an opportunity to document and define FS administration processes, making those processes more efficient and less prone to error.

Colin Amos, CORE Project Manager for SPR and responsible for the implementation in SPR, points out the reasons for the change.

"With an integrated database like CORE, as soon as a contract administrator updates a contract, that new information is available to the people doing call handling. This reduces manual effort and ensures we provide a better service to the customer.

"Another advantage of the system is that the call handling people are automatically notified when it's taken too long to answer a fault call that has been logged. The same goes for contract

administration services — there is automatic tracking on an ageing request."

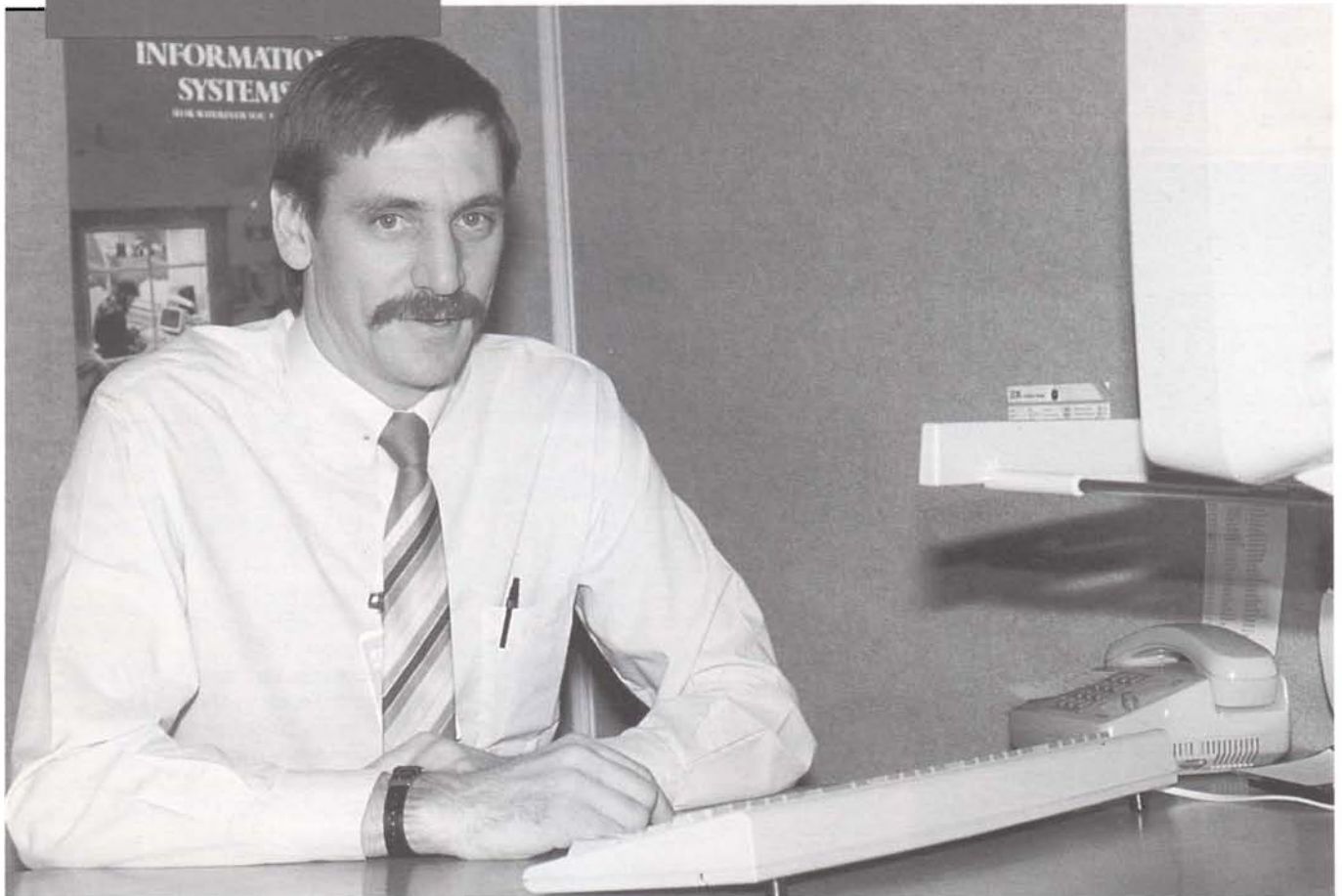
## At the Core of CORE

The concept of CORE was developed over the last few years in Canada by the CORE Development Group (CDG). The Group has prime responsibility for this first implementation of a GIA standard version in SPR, and since September last year, members of the CDG have been visiting the Region to ensure CORE's success.

A team of five people from the Canadian Group are spending eight months, from March to October, working closely with Colin.

"The Core Development Group have a two-part responsibility," Colin explains. "Initially, functional enhancements to the software were necessary in order to meet SPR's specific business needs, and then there's the actual implementation.

"Phase I of that implementation took place within a very aggressive timeframe. It involved bringing up contract administration, hardware fault call handling, and contract reconciliation between the old and new systems. It also required that we retrain all the



CORE PROJECT MANAGER, Colin Amos —  
"Its implementation means FS can better  
manage its business."





appropriate FS staff in fifteen weeks."

In this first phase, of what is an enormous change-over, SPR was split into four geographical areas, each of which received retraining over a two-week period.

In the first week, all FS Contract Administration staff from one of the designated areas — such as Sydney, Newcastle, Wollongong — came to the Region, while Colin and members of the CDG went to those branches to retrain the FS call handling staff. In the second week, all staff were back on deck at their own branches, ready to utilise the new system, with a member of the CDG on hand to offer ongoing support.

### Untying Small Knots in CORE

"Considering the size of the project, it has all gone very smoothly," says Colin. "The only problems we have encountered have been in converting the data across, making sure that the information from the old systems matches against what's gone into the new system.

"With over 9000 contracts to check, we had to hire temporary staff throughout SPR, who then had to undergo CORE training. We have a pile of reconciliation reports that is nearly two metres high!"

In Phase 2 of the CORE implementation, the FS Telephone Support Centre will be integrated with CORE, and revenue sub-systems will be put into place to enhance the administration of functions like invoicing.

The people making CORE happen are: From CORE Development Group, **Fred Rodermond** — CDG Contract Administration Project Manager  
**Jeff Campbell** — CDG Call Handling Project Manager  
**Bob Read** — CDG Systems Analyst  
**Carmen Lattuca** — CDG Programmer Analyst  
**Pete Pavezka** — CDG Administration Support  
**Chuck Douglas** — Canadian Region Operations Manager  
**Tom Rusk** — Canadian Region IS Manager  
**Dave Tullock** — CA CDG Manager  
**Connie Sherman** — GIA Administration Manager

In SPR,  
**Colin Amos** — CORE Project Manager  
**Brian Kingston** — SPR Operations / Support Manager  
**Daryl Rickards** — SPR Operations / Planning Manager  
**Lynda Charmichael** — Contract Administration Support  
**Rob Fakes** — Call Handling Support  
**Ainsley Cole** — CORE documentation

"With the implementation of CORE," says Colin, "FS can better manage its business." ●



## Overheard

### SWS RALLIES TO RALLY

A pat on the back goes to VAX Software Product Manager, **Wilma Speirs** and all the Sales and Support personnel who worked hard to achieve tremendous sales of the Fourth Generation Language (4GL) product VAX RALLY in FY87.

Thirty-six VAX RALLY licenses, representing 38% of the total U.S. FY87 sales of the 4GL products, were sold — the result of a commitment to get behind VAX RALLY and make it the 4GL of choice.

"I'm responsible for marketing VAX RALLY," says Wilma, "but the people in the field make it work for the

customer, which results in customer satisfaction and product success."

Congratulations to all on a job more than well done!

● ● ●

We hear that the good work of our industrious Public Relations Manager, **Merri Mack**, is not confined to office hours. Merri has been getting up an unearthly hour and travelling across the other side of Sydney to help out a troubled friend. As part of Merri's aim to restore her friend's lagging confidence, together they go jogging in the cold and misty winter mornings. A hearty pat on the back to Merri for her generosity and kind-heartedness.

● ● ●

As the echo of wedding bells fade, the celebration continues for MEO Secretary, **Linda Capizzi**, and her new husband **Clive Hart**. Congratulations to both, and all our wishes for a happy future.

● ● ●

Some cleaning companies have high hopes! A recent item of mail, received at SNO, was entitled "Are you neglecting your car's appearance?"

It was a brochure from a mobile car cleaning company, aiming to instil guilt in people who let their cars go to rack and ruin because they haven't the time to clean it themselves.

There was nothing unusual about the brochure itself, but the envelope it arrived in aroused some interest — it was addressed to none other than **Ken Olsen!**

## LOOKING AHEAD

### October

- 6-9 EECON '87 Exhibition. Adelaide Convention Centre, Adelaide
- 6-9 TEAMEX '87 (Presentation & Communications Expo). World Trade Centre, Melbourne
- TBA Office Expo, National Exhibition Centre, Canberra
- 28 — 30 AI Expert Systems Conference, World Trade Centre, Melbourne
- 27 — 2 \*\* XXII International Congress on Occupational Health
- 26 — 28 Corporate Electronic Publishing Systems (CEPS), World Trade Centre, Boston, John Rigoli — 2640397
- 28 — 30 Educational Computing, Los Angeles Hilton, Los Angeles, CA; ECS/ Mary Briles — 297-2279

### November

- TBA 2nd Australian Artificial Intelligence Congress, venue to be advised, Melbourne
- TBA INFOTEX '87, National Exhibition Centre, Canberra
- 4 — 7 Computer Expo '87, Mayfair Crest Hotel, Brisbane
- 10 — 12 Fall DECUS, Sheraton Boxboro, MA; I-DECUS/Bette Blum — 273-3310

### December

- 7 — 11 Fall DECUS, Anaheim Convention Center, Anaheim, CA; DECUS/Nancy Wilga — 296-3336
- 15 — 17 Advanced Manufacturing Systems Exposition and Conference (AMS West '87) Anaheim Convention Center, Anaheim, CA; CIM

### February 1988

- 7 — 10 PC '88, Darling Harbour, Sydney
- 7 — 10 Office Technology '88, Darling Harbour, Sydney

For further information on all SPR events, please contact Marketing Communications SNO 6/1, on extension 5270.

For further information on international events, please contact the person/s listed with each event.

\*\* INDICATES OUR PARTICIPTION



## COME TO THE LANE COVE DECFAIR

On Saturday, October 24, our Lane Cove facility (SNL) will be holding a 'fair' for Digits, their families and their friends, providing a fun and informative look at SNL.

Amidst the clowns, show bags, candy-striped hats, icecream and popcorn vendors and a live band, practical demonstrations will be given of the functioning of Logistics at the facility.

It promises to be a wonderful day, so for more information, contact Jeanette Presdee on ext. 7333.

## 'SPOT THE DIFFERENCE' WINNER

Congratulations to MEO Secretary, Mary Furlong, who has made a spot of difference to her bank account as the winner of our 'Spot The Difference' contest in the July issue of *Digitalk*. And thank you to all the Digits who squinted their way to an entry.

## LIMERICK YOUR WAY TO \$\$\$

If you are a thwarted poet  
Or a poet who doesn't know it,  
Give a limerick a go;  
Let your creativity flow  
'Cause you've got to be in it to win it!

For a first prize of \$A100, or one of five runner-up bottles of bubbly, try your hand at a limerick with the word 'Digital' in it. It can be funny or serious or somewhere in between, just as long as it has five lines, where the first two lines and the last line rhyme together, and the third and fourth lines rhyme together. Entries close October 9, 1987.

Here is another example of a limerick:  
As a beauty, I'm not a great star,  
There are others more handsome by far;

But my face I don't mind it  
Because I'm behind it —  
'Tis the folks in the front that I jar.

And here is an example of how not to do it:

There was a young lady from Melbourne  
Who had a remarkable kidney.  
When they said, "Your address  
Makes this limerick a mess,"  
She replied, "But I once lived in Sydney!"

Remember — the word 'Digital' must appear in your limerick. Good luck!

HELP  
MUM!  
A MONSTER!!



LIMERICK CONTEST Please print. Return entry to *Digitalk* SNO 6/1.  
Entries close October 9, 1987.

NAME \_\_\_\_\_ BADGE NO. \_\_\_\_\_

LOCATION \_\_\_\_\_ MAILSTOP \_\_\_\_\_

DIGITALK

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